

# FY 2007 Compliance Assistance Centers' Survey and Webtrend Results

## Innovative Solutions to your Environmental Challenges

The U.S. Environmental Protection Agency (EPA) has sponsored partnerships with industry, academic institutions, and other agencies to launch 15 sector-specific Compliance Assistance Centers (Centers). Each web-based Center addresses real world issues in language that speaks to the regulated entities. Using virtual plant tours, telephone assistance lines, "ask the expert", e-mail discussion groups, and other tools the Centers are helping businesses, local governments, and federal facilities understand and comply with federal environmental requirements and save money through pollution prevention techniques.

[www.assistancecenters.net](http://www.assistancecenters.net)

### Center users tell us that the Centers:

*"Provide information not available elsewhere in a concise and well organized manner."*

*"Provide better understanding of regulatory application to my industry and answers to specific questions."*

*"Make me aware of new regulations and provide examples and on-line help and reports with detailed examples."*

*"Assure that projects I manage are suitably designed to meet regulatory intent and requirements to the greatest extent possible."*

### How is Center Satisfaction and Use Assessed?

The Centers use several methods to evaluate site activity, user satisfaction, and use of Center information. First, the Centers uniformly filter and evaluate their site activity data to reflect as closely as possible Center use by their intended audiences. Second, the Centers annually survey their users. FY 2007 Survey results are based on responses from 656 respondents.

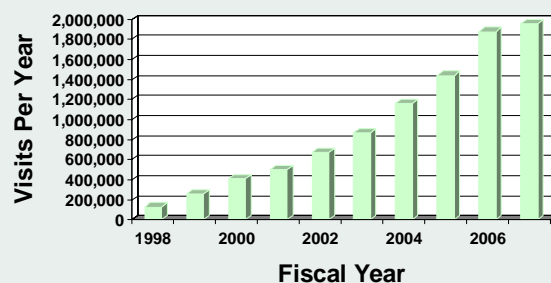
### Is Center Use Growing?

Yes, Center activity for FY 2007 increased 4% from FY 2006. In FY 2007, the Centers' Websites were visited 1,958,000 times and experienced over 6.5 million requests for web pages and compliance assistance documents.

### Are Center Users Satisfied?

Yes, Center survey respondents expressed a high degree of satisfaction with Center services. 83% of the regulated community respondents agreed or strongly agreed that the Centers helped them understand regulations that apply to a business or government sector. Likewise, 78% of the assistance provider respondents agreed or strongly agreed that the Centers helped them understand applicable environmental requirements.

**Compliance Assistance Center Activity Trend**



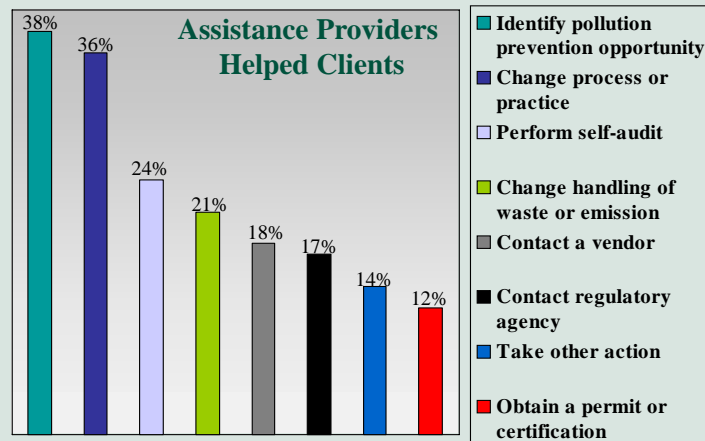
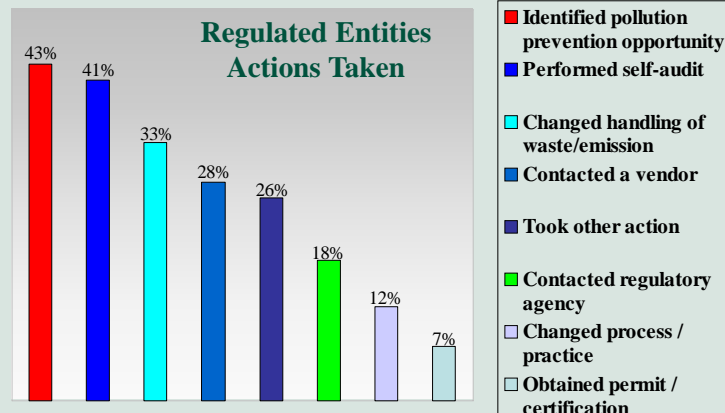
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ComplianceAssistanceCenters

## How is Center Information Being Used?

Survey responses are consistent with previous years' results and indicate that Center information is well used. In fact, 81% of the survey respondents from the regulated community **took action** to improve environmental management practices. Actions ranged from changing a process or practice to contacting a regulatory agency.

The assistance provider community is also making changes based on Center information. 73% of the assistance provider community respondents took one or more actions as a result of Center use. Actions included helping clients to: identify pollution prevention opportunities; change processes or practices; change handling of waste or emissions; and obtain a permit or certification.

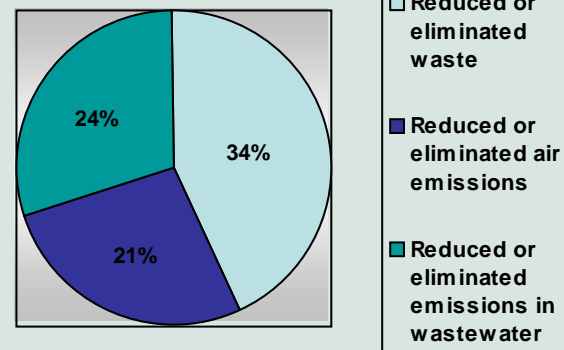


## What Are the Benefits Of These Actions?

53% of the regulated community and 46% of the assistance provider community respondents indicated that they reduced, treated, or eliminated pollution as a result of Center use.

**Note:** these measures are not calculated from a representative sample of the regulated entity universe. The percentages are based, in part, on the number of regulated entities that answered affirmatively to these questions on voluntary surveys. The percentages do not account for the number of respondents who chose either not to answer these questions or the survey

### Environmental Benefits- All Survey Respondents



### In Summary:

The Centers are serving their intended purpose by providing appropriate and current information which users indicate increases their understanding of applicable regulations.

Center information is being put to good use. Respondents:

- Took action as a result of Center use
- Indicated environmental improvements